

IDAHO EMERGENCY COMMUNICATIONS COMMISSION

OFFICIAL MINUTES

January 6, 2005

A meeting of the Idaho Emergency Communications Commission (IECC) was held on this date in the West Conference Room, Joe R. Williams Building, Boise, Idaho. Chairman Nancolas called the meeting to order at 9:00 a.m.

Members Present:

Garret Nancolas, Mayor, City of Caldwell, Commission Chairman
Ann Cronin, Special Assistant, Idaho State Police (ISP), Commission Secretary
R. David Moore, Blackfoot Police Chief, Commission Treasurer
Teresa Baker, Ada County Prosecutor's Office
Clint Berry, Qwest, Boise
Joanna Guilfooy, Deputy Attorney General and Ex-Officio Member
Commissioner Matt Beebe, Canyon County Commission
Dia Gainor, Chief, Idaho Bureau of Emergency Medical Services (EMS)
Bill Bishop, Director, Bureau of Homeland Security (BHS)
Gary Aman, Owyhee County Sheriff
Ben Estes, Retired Chief, Pocatello Fire Department

Members Absent:

Representative Rich Wills, Commission Vice-Chairman
Jim Lemm, J&R Electronics, Inc., Coeur d'Alene
Dennis Johnson, Division Chief, Emergency Medical Services, Boise Fire Department

Others Present:

Pam Ahrens, Director, Department of Administration
Joe Roche, Department of Administration
Rich Elwood, Information Technology Resource Management Council
Greg Zickau, Information Technology Resource Management Council

Nathan Bentley, Information Technology Resource Management Council
Rick Thompson, Department of Administration
Scot Maring, Department of Administration
Diane Blume, Department of Administration
Dodie Collier, Statewide Interoperability Executive Council (SIEC)
Sandy Harris, Statewide Interoperability Executive Council
Les Shadduck, Ada County
Bill Doolittle, 911insight Management Consulting
Matt Howarth, Motorola

Approval of Agenda and Minutes

MOTION: Commissioner Beebe moved and Commissioner Estes seconded that the meeting agenda be accepted as presented. The motion passed unanimously.

Commissioner Beebe requested that on Page 3 of the November 10, 2004 minutes, the reference to the Idaho Association of Counties be changed to “IAC” rather than “AIC”, as incorrectly noted.

MOTION: Commissioner Moore moved and Commissioner Beebe seconded that the minutes of the November 10, 2004 Idaho Emergency Communications Commission meeting be approved as amended. The motion passed unanimously.

Financial Reports

Operating Budget

Mr. Rick Thompson, Department of Administration’s (DoA) Internal Management Systems Administrator, reviewed the Commission’s current operating budget. As of the end of December, the Commission had spent \$2,539—all Bureau of Homeland Security (BHS) funds.

The BHS committed \$30,000 for use by the Commission in funding its operating costs through January 30, 2005 until counties begin to submit their assessment fees. A total of \$4,539 has been collected thus far. Commissioner Bishop recommended the BHS money be utilized through the end of January, as originally intended, but that subsequently the Commission begin expending funds received through county assessments.

Mr. Thompson addressed a letter sent to the Chairman from Valley County inquiring about **processing assessment fees**. The process, he said, was set up so that each county could submit its fee automatically on a quarterly basis utilizing the same Treasurer’s Office transmittal form used for other state assessments. Valley County has requested that it be billed on a quarterly basis for the 1% assessment in order to present to the

County Commission for approval to pay. He said the Department will devise an invoicing process for those counties that need to be billed.

MOTION: Commissioner Baker moved and seconded by Commissioner Gainor that the Commission authorize the alternate method for collection of fees as described, and authorize the Department of Administration to work out details involved. The motion passed unanimously.

Follow-up on Twin Falls Mediation Request

At its last meeting the Commission addressed a request from Twin Falls County to conduct mediation between itself, the cities of Kimberly and Buhl, and SIRCOMM, their consolidated emergency 911-communication system.

Chairman Nancolas responded on behalf of the Commission asking, as stated in the rules for mediation, that additional information be provided so the Commission is able to clearly understand the request.

Since, the Commission has also received correspondence from Dan Chadwick, Executive Director of the Idaho Association of Counties (IAC), supporting Twin Fall's request for mediation, but it has not received the additional information from Twin Falls, as requested. Chairman Nancolas noted it is his understanding that requests for mediation must come from all parties involved, and Commissioner Baker responded that although the Commission cannot force Kimberly and Buhl to mediate with Twin Falls County, it could encourage them to do so.

Commissioner Bishop suggested the Commission conduct its own fact-finding exercise. Chairman Nancolas agreed but noted his concern that the Commission first encourages each of the parties involved to provide their perspective of the dispute to include facts, figures, and documentation. If this doesn't work, then the Commission could conduct its own fact-finding research. What the Commission does this first time will set a precedent, he said. Commissioner Cronin suggested that the IAC and the Association of Idaho Cities jointly conduct the fact-finding research in regard to this mediation.

MOTION: Commissioner Moore moved and it was seconded by Commissioner Aman that the Commission send a letter to Twin Falls County and the cities of Kimberly and Buhl explaining that the Commission has received a request for mediation and as a result, is asking them to outline the need for mediation from their individual perspectives, and that if they do not, inquire if they would be amenable to the Commission conducting its own fact-finding research. The motion passed unanimously.

Needs Assessment Committee Report

Commissioner Baker, who heads up this Committee consisting of Commissioners Berry, Cronin, and Lemm, explained they were charged with crafting a 911 needs assessment survey to send to each county, and based on survey results make recommendations to the Commission for achieving statewide enhanced 911. She distributed for discussion a draft survey form, which basically requests a profile of each Public Safety Answering Points (PSAP's) in each county.

Recently, she announced, Les Shadduck, on behalf of Ada County Sheriff's Office, approached the Committee and offered to implement the survey since his office is set up to do similar assessments. The Commission, therefore, would benefit from not having to spend the time or the funds to go through a Request for Proposal process to select a consultant. Commissioner Berry asked the members to review the draft document and offer enhancement comments that will help the Commission to make determinations between the "haves" and the "have nots" in regard to E911 statewide.

Mr. Shadduck remarked that the Association of Public Safety Communications Officials International had contacted the Ada County Sheriff's Office soliciting this very type of E911 information about the state of Idaho. He said he was gearing up to conduct a similar assessment when volunteered to take on the project for the Commission. One approach to the assessment, he said, is to send out a letter and then conduct follow-up telephone calls or visits if necessary. No traveling will be required as he plans to solicit help from sheriff's offices around the state to make any necessary visits.

Commissioner Estes commented on the survey question asking whether the county utilizes a geographical information system. If it does, he said a follow-up question should be whether the county plans to innovate it into the dispatch center.

Commissioner Gainor suggested the survey questions be crafted so that all responses are accumulated in a standard format for ease in consolidation and analysis. She also noted that the raw data collected and the subsequent report be kept at the Department of Administration. Mr. Shadduck cautioned that the data collected regarding all of the PSAP's 911 capabilities should be treated as confidential information and securely stored. Commissioner Cronin suggested that a synopsis of the survey results, however, be prepared for the public.

Commissioner Gainor noted there are no questions that ask whether calls are transferred to a secondary PSAP, and who those secondary PSAP's are. Secondly, it may be beneficial to ask whether or not the PSAP utilizes emergency medical information, and if so, what brand.

It was agreed that although there are no anticipated expenses for Ada County to conduct this research, any unanticipated costs should be submitted to the Department of Administration for payment from the IECC account. It was also agreed that any correspondence sent out in regard to this survey, be sent out on Commission letterhead.

MOTION: Commissioner Bishop moved and it was seconded by Commissioner Gainor to authorize the Needs Assessment Committee to move forward on completion of the survey with the incorporated suggestions. The Commission passed it unanimously.

Later in the meeting, Commissioner Bishop noted that the survey lacks inquiries about training. The Commission concurred that some very basic questions regarding training be added such as whether or not the PSAPs have a standardized training process, what is it, how long is it, does it require certification, and does the training meet needs. Commissioner Berry commented this information would serve the Commission by identifying product information when it comes time to make recommendations. Additionally, it will identify those entities that may not be properly trained.

Review List of Action Items

A list of action items, consolidated at the Commission's initial meeting, was reviewed. It was agreed to remove the item, "ECC Statewide Representation". This was placed on the list prior to Jim Lemm's appointment. Commissioner Lemm resides from north Idaho.

Commissioner Cronin noted that once the survey is implemented, and the analysis complete, many of the items listed on the action list would also be accomplished.

Next Steps

Legislative Presentation

Per statute, the IECC is to issue an annual report to the Legislature. It was agreed Chairman Nancolas would make that presentation to the Senate and House State Affairs Committees. Commissioner Cronin suggested that perhaps the SIEC and the IECC could make a joint presentation to the Committees.

Website Report

Mr. Maring of the Department of Administration presented for consideration a proposed IECC website completed by Department personnel.

The design includes a Commission logo, and the web address has been secured as E911.Idaho.gov, which seems to be a common theme for other states, he explained. He asked that the members review the website and forward changes and/or comments to him. The site will eventually link to the SIEC and the BHS websites.

Future Meetings

The next three meetings have been scheduled for 9:00 a.m., February 3rd and March 3rd in the Joe R. Williams Building West Conference Room, and for April 7th in the Joe R. Williams East Conference Room. Subsequently, the Commission will consider meeting outside of Boise.

Open Comment Period

Needs Assessment Survey

Mr. Bill Doolittle of 911insight Management Consulting addressed the needs assessment survey once again. He noted that during the earlier discussion, he noticed there was no proposed question about volume of 911 calls and staffing levels for 24/7 coverage. Knowing this will provide a perspective of the operational aspect of the 911 systems, in addition to the technology, he said. This will show the call overflow and whether or not there are back-up agencies to take those calls.

Legislation

Commissioner Moore presented an issue that has been posed to the Police Chiefs Association. Individuals have asked that changes be made to the language of Title 31—the Emergency Communications Act. Specifically, he said, the issue is how 911 moneys can and cannot be utilized. Some individuals have expressed the intent of the legislation is that salaries for dispatchers should not be paid with 911 funds, although some counties are doing so. He inquired whether this is something that the IECC should address. Chairman Nancolas replied that this Commission has specific responsibilities outlined in code and he feels its responsibility is to respond to the legislation, not lobby to change it. Commissioner Gainor reminded the group that the Commission is an extension of the executive branch; therefore, it would be improper to lobby at all.

Commissioner Cronin expressed concern that the state and local governments might not be eligible for future federal 911 grant moneys if they are expending 911 moneys in ways other than intended. Commissioner Baker responded that the intent of the legislation is to pay for salaries of staff to implement 911 projects, but not for dispatchers' salaries. She said it might be a good idea if the intended use of funds was clarified because it will be the Commission that will need to mediate if there is a dispute about the use of these funds. Commissioner Bishop agreed if there are entities within the state that are using 911 funds incorrectly, it could affect the entire state's chance for securing federal grants.

Commissioner Baker suggested Commission members approach their respective appointing associations and ask that they work with their legislative committees to address this issue so that the Commission is clear about the intended use of 911 moneys.

Commissioner Berry added from the provider's perspective, it would be beneficial to get clarification because after collecting 911 moneys for the purposes of enhancements,

providers become frustrated when it comes time to move forward with the enhancements and the money has been spent for other things.

Adjournment

MOTION: It was moved by Commissioner Estes and seconded by Commissioner Bishop to adjourn the January 6, 2005 Idaho E911 Emergency Communications Commission meeting at 11:40 a.m. The motion passed unanimously.

Mayor Garret Nancolas, Chairman
Idaho E911 Emergency Communications Commission

Diane K. Blume, Management Assistant
Department of Administration

Addendum: Commission Progress on its Prioritized Activities

Funding

~~Portion of 1% to be assessed (4 votes)~~
How to fund the “have-nots” (2 votes)
Sub-optimize by city?
~~Grant funding resources~~
Commission (ECC) funding/budget (1 vote)
Recommendation/advice on E911 spending
(ECC needs to decide scope)
Proactive to fund more than systems
(e.g. services, training, implementation)
(How will Title 31 money be used)
~~Federal funds application process~~
(track, assess, audit, measure)
Fee collection vs. ECC assistance
(City must vote in fees)
Statewide E911 procurement contracts
(Mutual needs buying power)
Conduit for funding

Systems

Scope of system—ECC role (equip, people)
Money for infrastructure
System implementation
(technical issue, project management)
Technical resources
Who defines architecture, and how do we
use and leverage systems
Need to understand baseline (education)
Identify technical resources & leverage
Regulate and consolidate systems
System interoperability standards
Business continuity—backup/recovery
Standards to engage vendors
Define minimum standards for system,
vendors (including purchasing)

Evaluation/Assessment

What is the baseline by County (as-is) (5 votes)
Leverage Office of Disaster Preparedness survey
Evaluate current standards
Define clear criteria for needs
(System applications & funding)
Recommend model – performance indicators
Establish “to-be” baseline

Governance

~~Cooperation—PSAP representation~~
~~Know statutory responsibilities (1 vote)~~
~~ECC by laws, committees (10 votes)~~
~~Guidelines for operations~~
Define level of mediation funding
Recommend model org. structure
ECC focus on all areas
(Clearinghouse for E911 assistance)
Long-term vision
(systems, organizations, processes)
Short-term tactical plan
ECC statewide representation
~~Acquire wireless representative member~~
~~Mediation Standards/Criteria~~
ECC staff support (1 vote)
Stay focused on mission
(If it’s not broken, don’t fix it.)

Education/Information

~~How will the 1% assessment be used~~
E911 need for money, improvements
Promote cohesive, solidarity,
interoperability, statewide cooperation
SIEC et. al.--standard definitions
Communicate—whose doing what?
Message: consolidate, coordinate,
funding, standards, leverage, etc.
May conflict with autonomy.
~~Tech. Educ. of ECC members (9 votes)~~